

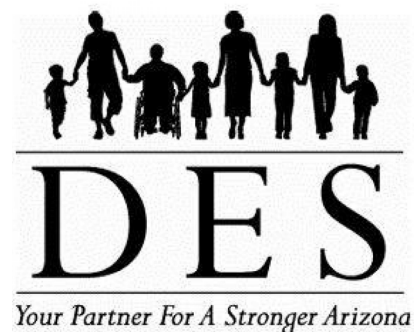
Member and Family Newsletter



Summer 2024

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Message from the Assistant Director

By **Zane Garcia Ramadan**
DDD Assistant Director

Dear Members and Families,

In the Spring newsletter, I updated you on two behavioral health initiatives the Division was working on: Positive Behavior Support (PBS) training for families, caregivers, and Direct Support Professionals (DSP) and additional training for behavioral health professionals. I want to provide you with an update on the results through mid-June 2024.

The Division trained Qualified Vendor trainers so they could train their Direct Support Professionals. Through mid-June, 2,086 trainers and DSPs had been trained. The Division partnered with Raising Special Kids (RSK) to provide the PBS training to family members and caregivers. They began providing training in March. As of June 1, 2024, 79 family members and caregivers had attended the training. RSK offers the training once per month on different days and times. Visit Raising Special Kids: raisingspecialkids.org/events, to register for an upcoming PBS training. Follow the dropdown on the left side of the page and click on Positive Behavior Support

The second update is the training for behavioral health providers to better support individuals with a developmental disability and a behavioral health diagnosis. The Division made behavioral health-specific training modules from Relias available to behavioral health professionals in Arizona. The Division selected 12 core modules focused on supporting individuals with developmental disabilities. As of mid-June, these courses had been completed 22,329 times by 3,226 unique users. The Division also hosted a conference in Tucson on May 9 and 10, 2024, for behavioral health professionals. The goal

2 was to improve the knowledge of behavioral



health professionals serving individuals with developmental disabilities and their families. The Division is hosting a second conference in Phoenix in September.

The Department of Economic Security (DES) and DDD continue to improve our website. DES has integrated Google Translate into the

website. A drop-down at the top of any page allows you to select from over 100 languages. The entire page is then translated into that language. DDD continues to make our web pages more helpful. You can find a lot of useful information and resources. We recently published a new Parents as Paid Caregivers program web page, des.az.gov/ddd/ppcg. This page will be updated as new information is made available.

Thank you for your continued support. Together we can make our program stronger and empower individuals with developmental disabilities to live self-directed, healthy, and meaningful lives.





DES

Your partner for a stronger Arizona

Office of Individual and Family Affairs = CARES

Over the years, DDD's Customer Service Center and other member-facing units working out of the same office have been known by many names. This includes "Customer Service", "the HERO Unit", and recently, the Office of Individual and Family Affairs or OIFA.

All Managed Care Organizations contracted with AHCCCS have an OIFA. OIFA focuses on helping members access behavioral health supports and services.

The Division is rebranding the unit that supports these functions as the CARES Administration. CARES stands for Community, Advocacy, Resolution, Engagement, and Support.

The CARES Administration will have an Office of Individual and Family Affairs within it. OIFA staff will support members who need behavioral health care supports and services. The CARES Administration can be reached by phone at 1-844-770-9500 option 1.

The DDD CARES Administration supports the following areas:

Customer Service

Behavioral Health Advocacy

Community Engagement

Affordable Housing

General Advocacy

Benefits Coordination

Justice Liaisons

Department of Child Safety Liaison

Independent Oversight Committee Liaisons

Provider Relations



DDD Values Diversity

DDD values the diversity of its members and families. We always work hard to be respectful and considerate of cultural and language needs. DDD creates a Cultural Competency, Language Access, and Family/Member Centered Care Plan every year. This plan can be found on the DDD webpage under Member and Family Resources. There, you can find the Cultural and Linguistic Competence tab that has the plan. The plan is used to improve services. It also supports members' needs and access to care.

The plan reviews DDD member information including:

- diagnosis
 - age
 - race/ethnicity, and
 - languages that members speak
- This breakdown provides an overview of our members' cultural and language

service needs.

Every year new goals are created to improve service delivery and access to care. The plan reviews the goals of the previous year to make sure they were completed. Any issues with the goals are tracked and trended. DDD takes action to resolve those issues.

The plan also includes a list of trainings that DDD staff take. These trainings help staff to be more understanding of the cultural needs of the members we serve.

DDD evaluates and monitors the plan to make sure it is effective. The way we do this is by the

responses we receive from surveys. Those surveys include surveys of DDD staff, Qualified Vendors, families, and members. Survey results are included in the plan.

Please read the plan which can be found at the link below:

<https://bit.ly/culturalcomplan>



VALUING



Adding Part D to Medicare coverage?

Medicare search tool can help find the best plan

Medicare Part D helps members pay for prescription medications. If you have Medicare, it could help you with your medication costs. Not all Medicare-approved Part D plans cost the same. It is important for members to find the plan that best meets their needs. Not all medications are covered by every plan. Medicare has a search tool to find out which medications are covered by each plan: www.medicare.gov/find-a-plan

Medicare also offers a program to assist individuals with paying the copays and deductibles for their medications. This program is called Medicare Part D EXTRA HELP. You can apply for Extra Help at any time. You do not need Part A and Part B to qualify. It is based on financial need.

Dual Eligible Special Needs Plans (D-SNPs) are for people who have both Medicare and Medicaid. They are Medicare Advantage plans that are optional. The overall goal of a D-SNP is for both Medicaid and Medicare to work together more effectively to improve care and lower costs. For more information, go to

<https://www.medicare.gov/Pubs/pdf/12026-Understanding-Medicare-Advantage-Plans.pdf>.

State Health Insurance Assistance Program (SHIP) is a free health benefits counseling service for people with Medicare. SHIP gives people the information needed to make benefits decisions. Contact SHIP at 1-800-432-4040 to get more details about Part D plans or go to the website:

<https://des.az.gov/services/older-adults/medicare-assistance>.

A member's first step is to make sure they have Medicare, Hospital (Part A), and Medical (Part B). This is required to enroll in a Part D plan. Members with Medicare have a red, white, and blue Medicare card. Members without Medicare can contact Social Security to find out how to enroll.

- Visit: ssa.gov/benefits/medicare
- Call: 1-800-772-1213
- TTY: 1-800-325-0778

Medicare



Routine Tests During Pregnancy

Certain lab tests are part of routine care during pregnancy. These tests can help you and your developing baby. Many problems found by these tests can be treated during pregnancy.

Lab tests done early in pregnancy include:

- Rubella
- Hepatitis B and hepatitis C
- Human immunodeficiency virus (HIV)
- other Sexually Transmitted Infections, (STIs), such as Syphilis, Chlamydia, Gonorrhea, Herpes
- Tuberculosis (TB) based on risk factors

If you have any of the above infections, there is a chance you could pass it to your baby. You might need special care during pregnancy. Your baby may also need special care after birth. Testing and treatment are covered benefits for AHCCCS members.

All pregnant DDD members who are ALTCS-eligible are assigned a Maternity Care Team. Your team includes your Support Coordinator, a Complex Care Nurse and a Nurse Care Coordinator from your health plan.

Your team will reach out to you as soon as we know you are pregnant. Your Support Coordinator can assist you with any services you may need during and after your pregnancy.



For more information, click here:

<https://www.acog.org/womens-health/faqs/routine-tests-during-pregnancy>



Seek out Behavioral Health Services

If you or a loved one are having thoughts of suicide, or experiencing substance use or mental health challenges:

Speak with a Support Coordinator or call the customer service number on the back of your health plan insurance card for information about or to get help with Behavioral Health Services.

Read your health plan's Member Handbook to learn more about Behavioral Health Services. The Division's video, "Introduction to Behavioral Health Services", has information on Behavioral Health Services and how they may assist a member's health and well-being. The video can be found at:

<https://bit.ly/DDDinfovideos>

Arizona's Crisis Services

Any Arizona resident, with or without insurance, can get help. If you or someone you know is having a behavioral health crisis, call one of the national or local crisis lines listed below. Crisis help includes:

- 24-hour-a-day helplines answered by trained crisis specialists.
- Mobile teams with behavioral health

professionals. The teams travel to the person having a crisis to learn about the case and work on the crisis. The mobile team may help the person get more care if needed.

- Facility-based crisis stabilization centers give first-line help that includes treatment with medication.

Arizona Statewide Crisis Hotline:
Call 1-844-534-HOPE (4673) or
Text 4HOPE (44673)

National Crisis Hotlines:

To reach National 24-Hour Crisis Hotline, Suicide & Crisis Lifeline: Call or text 988

Videophone — 988lifeline.org
Select ASL NOW at the bottom of the page to connect with a 988 Lifeline counselor.

National Substance Use and Disorder Issues Referral and Treatment Hotline:

1-800-662-HELP (4357) or send
a Text to 988

Know the signs to help prevent suicide



Reduce the risk of suicide for yourself and the people you care about. Watch for warning signs and know how to offer help to deal with the crisis. Always remember that there are ways to get help.

Suicide warning signs

Feeling you are a burden

Feeling alone

Feeling more anxiety

A trapped feeling or feeling as if in physical or emotional pain

More alcohol or substance use

Looking for a way to self-harm, such as gathering pills to take

More anger or rage

Extreme mood swings

No sense of hope

Too little or too much sleep

Talking or posting about wanting to die

Making plans for suicide

Ways to reduce sadness during difficult times

Be with others: Spend time with family and friends, make new friends, and attend community activities.

Wellness: Drink enough water, get enough sleep, eat healthy food, and exercise.

Healthy thoughts: Think about strengths and good things in life, happy memories, and problem-solving.

Meaning: Find hobbies and fun activities or help others.

If you think someone is going through a tough time, talking to that person is the first step to giving the help needed.

Help by asking simple questions and listening

You might ask:

“How are you?”

“You don’t seem like yourself, and I want to know how you’re really feeling because I care about you.”

“Do you need to talk?”

“Sometimes talking can help make things feel a little bit better.”

Get help!

Call or text 988.

This is a 24-hour Crisis Hotline

Suicide and Crisis Hotlines by County and Tribal Nation

Apache Country: Arizona Complete Health - Complete Care Plan

1-866-495-6735

Cochise County: Arizona Complete Health - Complete Care Plan

1-866-495-6735

Coconino County: Care1st

1-877-756-4090

Gila County: Mercy Care

1-800-631-1314

Graham County: Arizona Complete Health - Complete Care Plan

1-866-495-6735

Greenlee County: Arizona Complete Health - Complete Care Plan

1-866-495-6735

La Paz County: Arizona Complete Health - Complete Care Plan

1-866-495-6735

Navajo County: Care1st

1-877-756-4090

Maricopa County: Mercy Care

1-800-631-1314

Mohave: Care1st

1-877-756-4090

Pima County: Arizona Complete Health - Complete Care Plan

1-866-495-6735

Pinal County: Mercy Care

1-800-631-1314

Santa Cruz County: Arizona Complete Health - Complete Care Plan

1-866-495-6735

Yuma County: Arizona Complete Health - Complete Care Plan

1-866-495-6735

Yavapai County: Care1st

1-877-756-4090

Ak-Chin Indian Community:

1-800-259-3449

Gila River Indian Community:

1-800-259-3449

Salt River Pima Maricopa Indian Community:

1-855-331-6432

Tohono O'odham Nation:

1-844-423-8759

DRUG AND ALCOHOL RECOVERY

IS POSSIBLE

Millions of Americans have a substance use disorder, but with treatment, recovery is possible.

Substance use disorders can occur from using:

- Alcohol
- Marijuana
- Inhalants (inhaling vapors, fumes, gasses, or aerosol sprays to get high)
- Opioids (misuse of prescribed opioid pain relievers, heroin, illegal opiates including counterfeit pills with fentanyl)
- Methamphetamine
- Cocaine
- LSD and other hallucinogens

Different substances pose different dangers. Alcohol and drug use can lead to:

- Dependence and addiction
- Injury and accidents
- Health problems and sleep issues
- Financial and work problems
- Relationship problems and much more
- Some substances lead to the risk of illness or death. For example, more than five people die every day in Arizona from opioid overdoses (from prescription opioids and illegal opioids, such as counterfeit pills with fentanyl).

Depending on the type of substance use disorder, treatment may include:

- **Outpatient counseling through a behavioral health provider:** This program helps people understand addiction, their triggers, and their reasons for using substances. People also learn tools to reduce or eliminate use.
- **Inpatient rehabilitation:** A full-time facility provides an environment to help people recover without distractions or temptations.
- **Behavioral health care:** Trained providers who help with mental health concerns.
- **Medication-Assisted Treatment (MAT) :** Specific conditions like opioid use disorder may benefit from medication as the first course of treatment. MAT can help with cravings and withdrawal symptoms.

There are also community-based options such as 12-Step Programs, SMART Recovery, and Celebrate Recovery.

There is strength in getting help

Speak with a Support Coordinator for information about services or call the customer service number on the back of the health plan insurance card for concerns about substance abuse. Members' Support Coordinators can connect them with behavioral health providers for help.

The Division also has Behavioral Health Complex Care Specialists. These Specialists can be called for a planning meeting and can offer help to the Member's team as it arranges services. Contact a Support Coordinator for details.

The **Opioid Assistance and Referral Line (OARLine), 1-888-688-4222**, is another available resource.

To complete a private questionnaire to see how alcohol use may be affecting your health and well-being, follow this link to the questionnaire:

bit.ly/auditalcoholselftest

Family Support Services offers help navigating through the system

Do you have a child or family member that you care for who is eligible for behavioral health services? Do you ever feel lost in navigating the system or that your voice is not heard? Are you aware that as a family member there are services available to assist you in supporting your child or family member?

Family Support Services can assist you to:

- Navigate the different systems of care including the behavioral health system, child welfare system, education system, and juvenile justice system
- Locate services/resources that fit the needs of the member and family
- Gain new skills to care for and advocate for your loved one
- Identify formal and informal support systems
- Feel supported during meetings including Child and Family Team Meetings, Adult Recovery Team Meetings, Court and 504/IEP meetings
- Find classes, trainings, support groups, and more

These services are available at no cost to you from many different agencies including family-run organizations. Staff who provide family support services have lived experience navigating systems of care for their own family.

Additionally, they have special training to ensure they are able to support you and your family in the best way possible. To access these services: contact your AHCCCS health plan, their Office of Individual and Family Affairs (OIFA), or one of the family-run organizations listed below.

Caring Connections for Special Needs:
Serves Benson, Payson, Douglas, Safford, Sierra Vista, Tucson.

www.ccsneeds.com

520-639-9006

For assistance outside of regular business



hours, please contact us at: 520-343-5283

Family Involvement Center (FIC): serves Phoenix, Prescott, Flagstaff, and Tucson.

<https://bit.ly/Faminvolvctr>

602-288-0155

Mentally Ill Kids In Distress (MIKID): Serves Phoenix, Tucson, Yuma, Casa Grande, Kingman and Nogales.

www.mikid.org

602-253-1240

Raising Special Kids (Statewide)

www.raisingpecialkids.org

800-237-3007

Reach Family Services/Alcanza Servicios de Familia: Serves Phoenix.

www.reachfs.org

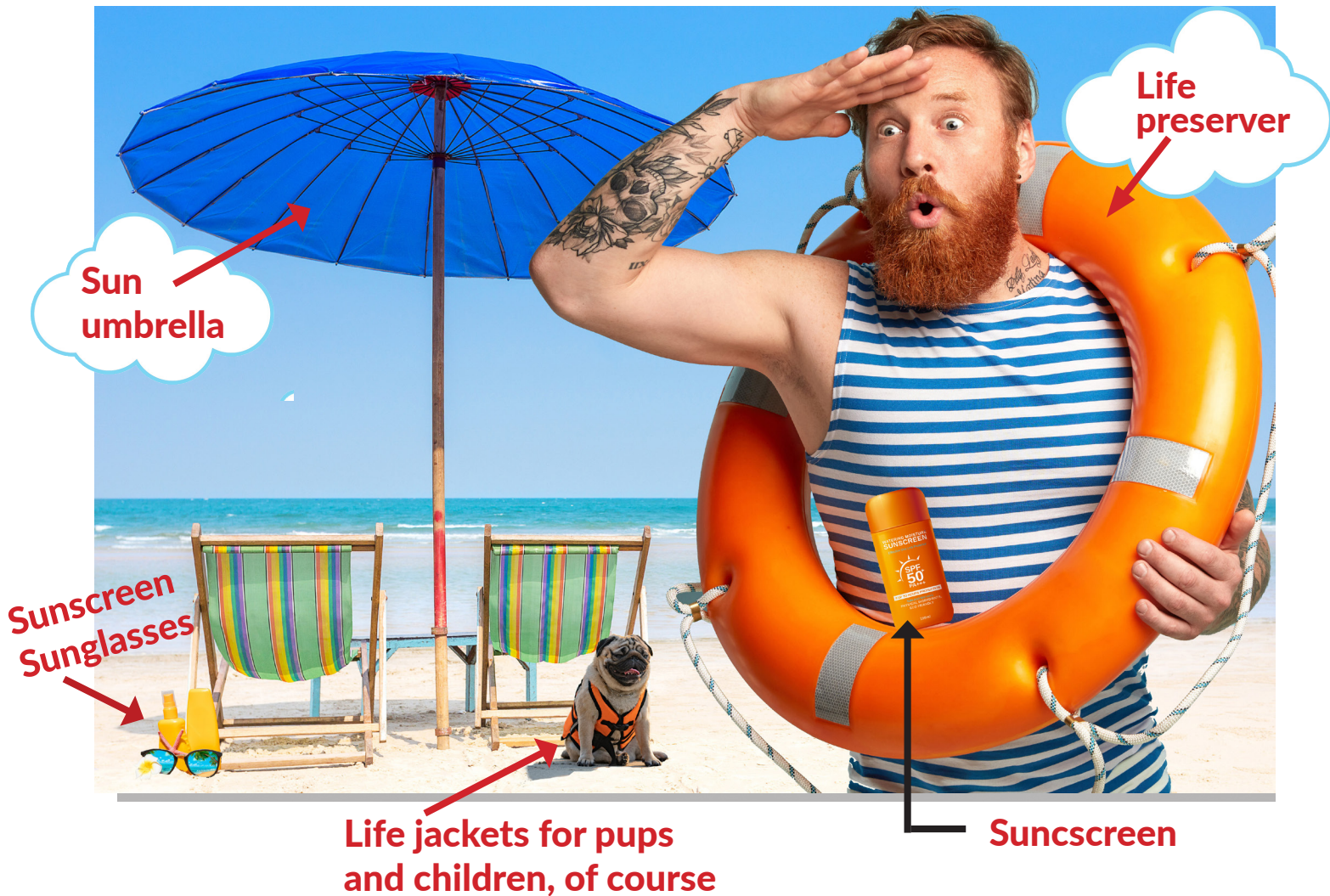
602-512-9000

There are also services available to support members. Peer Recovery Support Specialists are trained staff who have lived experience with their own mental health and/or substance use disorders.

For more information on Peer Support and Peer Run Organizations, visit:

<https://bit.ly/PeerRunorgs>

****Information provided from AHCCCS OIFA and Family Involvement Center websites.**



Plan Summer Outings with Heat and Water Safety in Mind

In 2023, according to the Maricopa County Department of Public Health, 645 people died from heat in Maricopa County.

That is a 52% increase over the year 2022, records show.

Heat Safety Tips

The Maricopa County Department of Public Health recommends the following tips for staying safe in the heat:

- When possible, stay indoors with air conditioning.
- Drink water **BEFORE** you feel thirsty. Plus, always carry water with you.
- Always double-check your car. Never leave people with disabilities, children or pets in the car, even briefly.
- Heat exhaustion is a milder form of heat illness that can become heat stroke if not treated. Signs include heavy sweating, paleness, muscle cramps, tiredness, weakness, and dizziness, among others.

- Watch for signs of heat illness and seek medical care right away. Heat stroke is the most serious heat-related illness and could lead to death. Signs include a fever above 103 degrees, confusion, dizziness, nausea, and a throbbing headache, among others. Heat stroke is an emergency and 911 should be called.

Visit the Arizona Department of Health Services for other extreme heat safety information at:

<https://bit.ly/AZDHSpreparedness>

*The Low Income Home Energy Assistance Program (LIHEAP) is a federally funded program that helps low-income households pay their heating/cooling bills, minimize crises, and make energy costs more affordable. For more information on LIHEAP, visit:

<https://des.az.gov/liheap>

For a Happy Summer, Practice Water Safety

The Centers for Disease Control and Prevention (CDC) reports drowning is the leading cause of death for children ages 1-4.

With this in mind, you can stay safe around water using these water safety tips:

- Take swim lessons and learn to swim. Swim lessons can also teach basic water safety skills.
- Learning CPR as another drowning prevention strategy.
- When supervising children around water includes practices such as having an adult be at arm's length of your child, at all times without distractions and never leaving children alone, even near bathtubs.
- Empty water from buckets, wading pools, coolers, and other containers immediately after use.
- Life jackets should be U.S. Coast Guard approved and appropriately fitted to keep the head above water.
- Water toys such as arm floaties, life rings, pool noodles, and puddle jumpers do not increase a child's safety in and near water.
- Discussing water safety with the pediatrician/PCP is important for individuals with Autism Spectrum Disorder and other special health care needs given the increased risk of drowning, and/or if someone has a seizure disorder, ask your healthcare provider about your safety in and around water.
- Build fences around pools. Make sure the fences fully enclose the pool and the gate is self-closing and latches.
- Wear a life jacket around natural bodies of water, such as a lake. This includes while on a boat.
- Avoid alcohol. Alcohol can impair your judgment and balance. Also, don't drink alcohol while watching children.
- Don't hold your breath for too long underwater. This can cause you to pass out and drown.
- Always swim with a buddy. Never go swimming alone. Additionally, try to swim in places where lifeguards are on duty.

By following these simple safety tips, you can stay cool and have fun when the hottest months hit Arizona. Happy swimming!

Source: CDC and the American Academy of Pediatrics.

Getting Non-Title XIX/XXI services

(Medicaid and the State Child Health Insurance Program)

Some DDD members may qualify for non-Title XIX/XXI services including:

- room and board, billing limitations apply
- mental health services
- auricular (ear) acupuncture
- utility subsidies

These services are provided by contracted health plans known as AHCCCS Complete

Care Contractors with Regional Behavioral Health Agreements (ACC-RBHAs). For more information about Title XIX/XXI, contact your behavioral health provider, who will be able to assess the need for these services.

A member's Support Coordinator also can help members access non-Title XIX/XX Services.



REPORT FRAUD: SUSPECT IT, REPORT IT!

Medicaid fraud, waste, and abuse (FWA) are crimes. Report fraud, waste, and abuse right away. Reporters will not get in trouble or lose services for making a report of any suspected fraud, waste, or abuse.

Report fraud, waste or abuse to DDD by:

- **Calling DDD at 1-877-822-5799**
- Sending an email to dddfwa@azdes.gov
- Sending a letter to DES/DDD, Attn: Corporate Compliance Unit, 1789 W Jefferson St., Mail Drop 2HA1, Phoenix, AZ 85007
- Completing the online form at <https://des.az.gov/how-do-i/report-suspected-fraud/developmental-disabilities-fraud-waste-and-abuse>

Or, also report FWA to AHCCCS:

- Provider Fraud:
 - In Arizona: 602-417-404
 - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- Member Fraud:
 - In Arizona: 602-417-4193
 - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- Complete the AHCCCS online form at <https://bit.ly/reportfraudonline>
- For questions about AHCCCS fraud, abuse of the program, or abuse of a member, email the AHCCCS Office of Inspector General (OIG) at: AHCCCSFraud@azahcccs.gov.

ARIZONA LONG TERM CARE (ALTCS) MEMBER HANDBOOK

Members eligible for DDD/ALTCS can review a copy of the 2023-2024 ALTCS Member Handbook on DDD's website at:

<https://bit.ly/ALTCSmemberhandbook>

Call the DDD Customer Service Center at 1-844-770-9500, Option 1, to request a printed copy.

STATE OF ARIZONA
Department of Economic Security
Division of Developmental Disabilities



Arizona Long Term Care System (ALTCS)

Member Handbook 2023 – 2024

Revision Date: October 2023

The information in this document is continually updated.

For the latest revisions, please visit the Member Resources page on the Division of Developmental Disabilities' website at <https://des.az.gov/ddd>

DDD CUSTOMER SERVICE CENTER



To file a grievance/complaint or if you are looking for general resources, call the DDD Customer Service Center at 844-770-9500, Option 1.

GET NEWS FROM DDD.

Get monthly updates and news emailed to you. Sign up at: <https://bit.ly/DDDupdates>

CAN'T FIND SOMETHING ON OUR WEBSITE?

Call the DDD Customer Service Center at 844-770-9500, Option 1, for help.

DDD POLICY

If you would like to be notified of Division policy updates, send an email with contact information to <https://bit.ly/2023DDDpolicies>

RESOURCES for Individuals with Developmental Disabilities and their families can be found on the DES/DDD website at

<https://des.az.gov/services/disabilities/developmental-disabilities/current-member-resources>

Follow DDD on Facebook at: <https://www.facebook.com/OfficialArizonaDDD>

DDD Customer Service Center

1-844-770-9500

